

Governor's Advisory Council on Aging Performance Measurement Dashboard

2015 Areas of Focus

Outcome

1. Continue to build/strengthen relationships with state agencies, Area Agencies on Aging, and organizations across the state dealing with aging issues
2. Fully engage all GACA Members
3. Modify committee structure and processes
4. Increase awareness of GACA throughout the state
5. Conduct joint training and educational opportunities about aging issues in Arizona with other agencies and aging-related organizations around the state
6. Organize an even-numbered year Summit of statewide aging officials and leaders, alternating with Senior Action Days during odd-numbered years

Measure #1	Responsible Party	Target Date	Actual Date
1. Continue to build/strengthen relationships with state agencies, AAAs, and organizations across the state dealing with aging issues			
<p>A.* Information collected from Liaisons and organizations at GACA committee and Council meetings helps develop recommendations to GACA. Note: Liaisons include state agencies and representative from Area Agencies on Aging; statewide organizations participate in committee meetings.</p> <p>Action: GACA meeting agendas include Liaison input at each meeting; committee and subcommittee meetings include ongoing opportunities to share research, conferences, workshops, seminars, training opportunities and best practices.</p>	GACA leadership and staff	ongoing	Completed at all 2015 GACA meetings
<p>B. Show importance of Liaisons at all meetings; always ask how GACA can partner/support/help</p> <p>Action: GACA meeting agenda includes opportunity for Liaisons to offer ideas on partnership,</p>	GACA Members and staff	ongoing	Completed at all 2015 GACA meetings
<p>C. Maintain open, two-way channels of communication</p> <p>Action: Email message to Liaisons includes reminders of importance of input/ideas ahead of GACA meetings</p>	GACA leadership and staff	ongoing	Messages ahead of all 2015 meetings
<p>D. GACA Members continue to attend aging-related agency meetings/events throughout the state (when invited or when meeting is public), and share updates at GACA meetings</p> <p>Action: All GACA agendas include time for updates and members are encouraged to share.</p>	All	ongoing	Report out on all 2015 GACA meeting agendas
<p>E. Reemphasize on-going invitation to Governor's staff to attend GACA meetings and GACA Chair joins Executive Director at scheduled meetings with Policy Advisor ahead of GACA meetings</p> <p>Action: 2015 schedule of meetings provided; 1:1 meetings held ahead of March, May, July & Nov. meetings; 2016 schedule provided 11/10/15.</p>	Chairwoman & Executive Director	ongoing	1:1 meetings scheduled ahead - 4 of 6 meetings

Measure #1	Responsible Party	Target Date	Actual Date
F. GACA Chair sends letter to Governor's staff outlining importance of Executive Director's inclusion in aging related meetings including Arizona Association of Area Agencies on Aging	Chairwoman & Executive Director		Completed 7/2/2015
Action: Letter provided 7/2/15			
G. Conduct stakeholder survey (via Survey Monkey online tool and personal conversations) at least annually to gather feedback for GACA priorities and help measure effectiveness of efforts	GACA staff	annually	Completed August 2015
Action: Stakeholder survey distributed August 2015; results compiled and reported 11/6/2015			Results reported 11/6/15
H. Support/participate in state agency programs/initiatives and activities	GACA Members and staff	ongoing	ongoing
>Agenda item and action response			

Measure #2	Responsible Party	Target Date	Actual Date
2. Fully Engage all GACA Members			
B. GACA Member <i>Background Wish List</i> developed, approved and shared with Boards & Commissions	GACA leadership & staff		completed 01/2015
Action: List provided to new Director of Boards & Commissions 1/2015			
A. Improve participation of Council Members	Chairwoman, Executive Director & staff		
> Utilize information collected from GACA members to make committee and work assignments			Completed ahead of 1/2015 & 1/2016 GACA meetings
>More social opportunities - optional coffee/breakfast/after or before meeting			
Action: Social time held prior to 5/8 meetings; potluck at annual planning 11/6/15			Provided 5/8/15 and 11/6/15
Action: GACA member engagement survey conducted 7/23/15; results reported, reviewed at 11/6/15 meeting	Vice Chairwoman & Staff		As of 11/6/15 - 12 of 15 responses
C. GACA Chair and Executive Director continue introductions, sharing of information, and conversations with new appointees as soon as possible following appointment to discuss expectations and confirm commitment to serve on this working council	Chairwoman & Executive Director	By 12/15/14 & again by 12/25/15	Completed by December 2014 & 2015 target dates
>Continue orientation with expectations (for GACA members)			
Action: 1:1 orientation held with new Members ahead of January meetings		By 1/9/15; 1/8/16	Completed ahead of target dates
D. Formal Orientation sessions will be regularly scheduled and conducted for new members and invitation issued to all GACA members; orientation must be attended by new members no later than by their third scheduled full-council meeting (the sooner the better)	Chairwoman & Executive Director	Prior to January Mtg. subject to transition requirements	No additional orientation required in 2015

Measure #2	Responsible Party	Target Date	Actual Date
Action: formal orientation session conducted by Council Chair prior to 3rd scheduled GACA meeting		ongoing	
<p>E. Regarding each member's participation in GACA Committees:</p> <p>1) Amend GACA By-Laws to include the following requirements of all GACA Members:</p> <p>a) Must serve as an active member of at least one GACA Committee (multiple committees are encouraged)</p> <p>b) Must arrive prepared, and actively participate and contribute to designated GACA Committees, including any work assigned between meetings</p> <p>2) GACA Chair shall recommend action if members are not regularly attending or participating in Council Committee meetings</p> <p>Action: By-Laws Ad Hoc Committee presented proposed amendments at 5/8/15 GACA meeting; copy posted to GACA website for 30+ days. Council voted to approve 7/10/2015</p>	By-Laws Ad Hoc		<p>Completed</p> <p>Approved 7/10/2015</p> <p>Approved 7/10/2015</p>
<p>F. Encourage members to attend other aging-related meetings and events, especially in their part of the state, and report back to GACA any pertinent news of interest and best practices</p> <p>> Continued agenda item for report back on aging-related meetings, events best practices</p> <p>Action: agenda item included on each of the 2015 GACA meeting agendas</p>	All GACA members	ongoing	<p>100% of GACA meeting agendas provided opportunity in 2015</p>
<p>G. GACA members refer to website to ensure they are kept up-to-date when required to miss meetings</p> <p>> GACA Chair to include reminders to members that they are responsible to refer to website (talk to staff) to ensure they are up-to-date when missing meetings</p>	Chair/Staff assistance	ongoing	ongoing

Measure #3	Responsible Party	Target Date	Actual Date
3. Modify Committee Structure and Processes			
B&C Committee structure for 2015 reviewed and approved at September 12, 2014 GACA meeting and by general consensus on 11/6/15; 2016 subcommittees to be determined			Completed head of 1/9/2015 and 11/6/15
Action: Subcommittees determined ahead of 1/9/2015 meeting for 2015; by general consensus - 2016 subcommittees for LPCC & AICC to be determined			
A. Change by-laws, materials and descriptions, & website to allow for flexibility in number, name and purpose of committees			Completed
(amendments to by-laws requires 30 days written notice)	Ad Hoc By-Laws formed & conducted review		Ad Hoc met 4/20/2015
Action: Council Chair appointed Ad Hoc Committee that reviewed proposed amendments and made recommendations; those shared with GACA at 5/8/15 meeting. Amendments posted following 5/8 GACA meeting; vote on 7/10/15.			Reviewed at 5/8/2015 meeting; amendments posted; approved 7/10/2015
B. GACA reviews Committee purpose and structure during annual planning each year and modification made as needed	GACA members	annually	Completed 11/7/14 & 11/6/2015
> Goals & objectives established with measurable outcomes and recognition of those helping committee meet goals	Each Committee Chair	January 2015 committee mtgs	
Action: Objectives approved in AICC; reviewed in LPCC on 5.8.2015; distributed approved to AICC following 9.10.15 meeting; 2016 committees of LPCC & AICC to determine	GACA leadership	at March meeting	
C. Committee structure for 2015:	GACA leadership		Completed prior to 1/9/15
1) Executive Committee [standing committee]			

Measure #3	Responsible Party	Target Date	Actual Date
2) Legislative and Policy Coordinating Committee (LPCC) [working committee] - Meets monthly during legislative planning and legislative sessions as needed, leads greatly enhanced advocacy efforts, works closely with Staff to research, track and quickly address proposed legislation, staff provides in-depth analyses after reach session to GACA for development of on-going legislative priorities			
Action: Legislative Tracking subcommittee met monthly during session (January - April 2015)	LPCC Chairwoman & Subcommittee leadership		Completed
> Committee meetings offered call-in option when meeting between Council meetings			
Action: Call-in option offered for subcommittees; met objectives.			Completed
>LPCC focuses on Senior Action Day, Legislation; completed as of 11/6/2015	LPCC Chairwoman & Subcommittee leadership		11/6/2015
3) Aging in Community (AIC) [working committee] - to include Alzheimer's, workforce and transportation issues; meets bimonthly or scheduled to coincide with GACA meetings			
a) Alzheimer's Subcommittee [standing subcommittee - to adhere to statutory mandate for GACA] Goal: At the Alzheimer's subcommittee on May 8, 2015, participants agreed to assist with the dissemination of information for the Arizona Alzheimer's Consortium event on June 12, 2015. Outcome: from the reports received, 88 individuals were sent the information about the event via email by 3 members.	AICC Chairwoman & Subcommittee leadership		Alzheimer's Subcommittee short-term objective completed & reported at July 10, 2015 meeting
b) Transportation Issues Subcommittee			
- Other subcommittees may be formed by AICC as needed			
4) Other committees would be formed by the Executive Committee as Special or Ad Hoc Committees or Task Force such as research for standing committees related to best practices or as special committee.			

Measure #3	Responsible Party	Target Date	Actual Date
> Housing topic; help committee members with change			
Action: Alzheimer's Subcommittee met during AICC in March, May, July; 8.7.15 & 8.12.15; Transportation Subcommittee has met during AICC in March, May, July and 2.23.15			
D. Hold all Council and Committee meetings on same day, e.g., all on Fridays			
1) Better use of time by staff, liaison and members			
* Proposed timing:			
8:30 a.m. Legislative and Policy Coordinating Committee (LPCC)			
10:15 a.m. Aging in Community Committee (AICC)			
12:00 p.m. Executive Committee (other GACA Members have lunch break)			
1:00 p.m. Full GACA meeting			
> Keep flexibility in scheduling (to help GACA achieve required quorum)			
> Save the date information to committees with new times/focus	Chairwoman and staff	by 11/30/14; by 12/30/15	Save the date completed
Action: Meeting times adjusted to current schedule (above) following input from members 1.9.2015			
E. Improve how committees operate and their effectiveness			
1) Update and clearly outline mission and goals; review at beginning of each meeting	Committee Chairpersons	ongoing	ongoing
2) Orientation of Committee Chair; avoid duplication of information, effort & reporting; remind of minute posting on website	Chairwoman & Executive Director	by 01/31/15; as needed	Completed Orientation & training 1/8/15
> Training provided for all Committee Chairs, including tip sheet on conducting meetings	Lisa O'Neill provided	by 1/9/15	Provided 1/8/15
> Annual orientation for all Committee and Subcommittee Chairs conducted prior to (sub)committee's first meeting of the year (see above)			Completed 1/8/15
3) Develop well-defined responsibilities for members, liaisons and staff	Lisa O'Neill provided	utilized 1/8/15	1/8/2015

Measure #3	Responsible Party	Target Date	Actual Date
a) Each member will come to meetings fully prepared and expected to actively participate	All	ongoing	ongoing
b) When appropriate, homework (work to be completed between meetings) is assigned	Committee Chairpersons	ongoing	ongoing
> Committee Chair delegates tasks	Committee Chairpersons		
4) Share best practices on a regular basis - national, statewide, regional, etc.	All	ongoing	ongoing
> Best practices are researched and used for committee projects and shared with full Council			
5) Create measurable outcomes for each committee and use timelines to keep on track	Committee Chairpersons	ongoing	ongoing
> Staff provides a dashboard at each meeting to help track progress and deadlines			ongoing
6) When possible, schedule time for networking	Committee Chairpersons	ongoing	ongoing
7) Stick to agendas and timelines; GACA members guide Open Meeting Law adherence	Committee Chairpersons	ongoing	ongoing
8) Tip sheet created by GACA Chair (Lisa O'Neill) and ED on how to conduct a meeting	Chairwoman, ED, Lisa O'Neill	by first meetings of the new year	Included in training for all on 1/8/15
9) Each committee maintains active, ongoing research efforts, as a standing agenda item and/or subcommittee, to research and share relevant publications, laws and programs	All	ongoing	100% of all 2015 GACA meeting agendas
> Establish committee goals and objectives with measurable outcomes; review during each meeting			
Action: Objectives for AICC approved 5.8.2015; LPCC reviewed 5.8.2015			completed 5/8/2015

Measure #4	Responsible Party	Target Date	Actual Date
4. Increase awareness of GACA throughout the state			
A. Develop a consistent message and branding for GACA	GACA leadership & Staff	5/15/2015	
>Executive Committee recommends PR group (Ad Hoc/Task Force)			
> Create and begin to implement an approved formal Public Relations Plan by Ad Hoc Committee or Task Force			Kick off on 9/8/15
Action: Marketing Ad Hoc Committee formed; met 9/8/2015			
B. Obtain promotional items (e.g., buttons, notepads)			
C. Develop one concise "elevator speech" which staff and members use frequently			9/8/2015
>Ideas of palm card, tent business card with all information - elevator speech, website, priorities			prepared for 1.8.16
> Include media/social media in PR Plan			Plan Pending
D. Offer a speakers' bureau made up of members and staff (as able) and offer programs to constituent groups statewide			Plan Pending
E. Enhance outreach through Senior Action Days			
1) Work to increase attendance by constituents, legislators and government officials as well as aging service providers and advocates; Action: GACA member facilitators actively engaged in outreach during 2015 cycle; (7 events held - Tucson, Kingman, Prescott Valley, Cottonwood, Sunsites, South Phoenix, Apache Junction)			Events held September 18 - October 6, 2015
2) Actively share data gathered - ongoing			September - December 2015
3) Use data gathered to form GACA Committee goals and establish timelines Action: data shared with GACA members at 11/6/15 meeting for wider distribution and follow up with legislators, local and regional officials.			11/6/2015 Planning Meeting
4) Include former GACA members/liaisons, committee members (alumni)			All invited
>Governor announces Senior Action Days; Governor's proclamation & local proclamations			

Measure #4		Responsible Party	Target Date	Actual Date
F.	>Policy Advisor attends Senior Action Days			
	>Partner with DAAS State Plan on Aging forums for Senior Action Day PR			
	Action: DAAS sent staff to 6 of 7 events in 2015			DAAS sent staff to 6 or 7 events
	Make concrete plans for reinstituting a biennial Governor's Conference on Aging sponsored by			ongoing
G.	Action: GACA voted to sponsor AZ4A statewide conference May 19-20, 2016 at 11/6/2015 annual planning meeting.			11/6/2015
	Create a formal Public Relations Plan by Special or Ad Hoc Committee			Kick off 9/8/15
	Action: Marketing Ad Hoc Committee formed; met 9.8.2015			

Measure #5	Responsible Party	Target Date	Actual Date
5. Conduct joint training and educational opportunities about aging issues in Arizona with other agencies and aging-related organizations around the state green = completed; red = action; blue = ongoing efforts			
A. Requested liaisons and other stakeholders consider GACA for joint workshops, seminars, "mini" conferences (with eyes on bigger conference later) at all 2015 meetings and annual planning meeting.	Chairwoman and Executive Director	ongoing	Request in email message ahead of all GACA 2015 meetings
>(Ideas of) Arizona Department of Health Services/ADHS conference on healthy aging; Maricopa Association of Governments/MAG Arizona Age-Friendly Communities conference (as potential partnerships)			
Action: GACA was sponsor of 2015 Arizona Age-Friendly Network Conference - "Going Places" May 6, 2015 and supported Office on Aging cosponsorship of aZ Alzheimer's Consortium Public Conference on June 12, 2015.			Goal met
B. Achieve full member involvement/engagement by helping arrange speakers, venues, publicity	All	ongoing	ongoing
>Council members input in programs			
Action: GACA members provided opportunity to contribute to meeting agendas and provide input on programs at meetings.			
C. Promote GACA purpose, mission, activities; PR Group	TBD	By 5/31/15	9/8/2015
Action: Marketing Ad Hoc kicked off 9/8/2015			
D. Include former GACA members/liaisons/committee members (alumni)	All	ongoing	9/18/15, 9/25/15, 11/6/15
Action: GACA alumni invited and participated in 2 of 7 Senior Action Days this cycle. Former member also facilitated Annual Planning Meeting strategic process.			

Measure #6		Responsible Party	Target Date	Actual Date
6. Organize an even-numbered year Summit of statewide aging officials and leaders, alternating with Senior Action Days during odd-numbered years				
A.	Initial idea was shared at GACA's 2014 July and September meetings			
	Action:			
	Note: GACA approved sponsorship of AZ4A May 19-20, 2016 conference in Flagstaff at 11/6/15 planning meeting.	All		11/6/2015
B.	Determine how GACA can collaborate to achieve their goals	All	ongoing	ongoing
	Action:			
C.	Include former GACA members/liaisons/committee members (alumni)	All	ongoing	ongoing
	Action: former GACA members engaged in Senior Action Day at Tucson and Apache Junction events and Annual Planning Meeting in 2015			